

MINUTES OF THE
MARICOPA ASSOCIATION OF GOVERNMENTS
TECHNOLOGY ADVISORY GROUP

February 19, 2009
MAG Office
302 North First Avenue
Phoenix, Arizona

MEMBERS ATTENDING

Randy Jackson, Surprise, Chair
**Kevin Hinderleider, Avondale
Dee Hathaway, Buckeye
+Jim Keen, Carefree
Patrick Hait, Chandler
**Pat Timlin, El Mirage
*Mike Ciccarone, Fountain Hills
**Shawn Woolley, Gilbert
**Kenneth Arnold, Glendale
*Cindy Sheldon, Goodyear

*David Boynton, Maricopa County
*Dale Shaw, Mesa
*Duncan Miller, Paradise Valley
**John Imig, Peoria
*Greg Binder, Phoenix
*Lester Godsey, Queen Creek
**Kevin Sonoda, Scottsdale
**Dave Heck, Tempe
Arkady Bernshteyn, Valley Metro Light Rail

*Members neither present nor represented by proxy.

OTHERS PRESENT

Jim Henderson, Chandler
Matt Muckler, Buckeye
Ravi Nannapaneni, Intel Corporation
Elise Piatt, Triadvocates

Craig Whitley, Bryan Vincent Assoc.
Craig Chenery, MAG
Audrey Skidmore, MAG
David Worley, MAG

**Participated via telephone conference call.

+Participated via video conference call.

I. Call to Order

The meeting was called to order at 10:01 a.m. by Chairman Randy Jackson. Voting members Jim Keen, Pat Timlin, Shawn Woolley, Kenneth Arnold, Kevin Hinderleider, Dave Heck, John Imig and Kevin Sonoda, attended via telephone conference call. All members introduced themselves.

2. Call to the Audience

No comments were made by the audience.

3. Approval of the November 20, 2008 Meeting Minutes

A motion to approve the November 20, 2008 meeting minutes was moved by Dee Hathaway, seconded by John Imig and unanimously approved by the committee.

4. RCN Governance Structure

Randy Jackson introduced Audrey Skidmore, Information Technology Manager with Maricopa Association of Governments. Ms. Skidmore provided an update on the proposed Regional Community Network draft Governance Reporting Structure to be recommended for adoption by the MAG Regional Council. The report had previously been submitted to the TAG membership for review and comments and had been recommended for adoption by the Intelligent Transportation Systems committee.

Ms. Skidmore stated that the Phase IA fiber and conduit portion of the RCN project is almost complete and the active electronics will soon be installed. Ms Skidmore stated that the governance document focuses on how the RCN Working Group is going to fit into the current MAG governing structure, so that funding sources can be identified and decisions are made on appropriate levels.

Kevin Hinderleider of Avondale asked how the RCN will communicate with TAG in regards to decision making and policy questions. Mr. Jackson stated that the RCN Working Group will be working closely with the members of TAG and regular updates will be provided. He added that the ITS committee are working in the same manner.

Mr. Jackson called for a motion to approve to document. A motion to recommend adoption of the proposed RCN Governance Structure report was moved by John Imig, seconded by Dee Hathaway, and unanimously approved by the committee.

5. IT Cost Savings

Randy Jackson thanked the guest speakers for attending the meeting. Mr. Jackson introduced Jim Henderson, Desktop Operations Supervisor with the City of Chandler. Mr. Henderson stated that an important part of his position is to save money and maximize labor efforts. He provided an update on the City of Chandler's VMWare VDI Desktop Virtualization assessment. He stated that City of Chandler currently has over 1800 desktops and laptops and over 650 printers and peripherals. Mr. Henderson described VDI as the ability to run desktop operating systems and applications inside virtual machines that reside on servers in a data center. Customers were broken down into three classes based on performance. These were task based, knowledge based on burst performance and engineering. Mr. Henderson added that based on research they would be able to support 50 – 70 customers per ESX server and allot 15GB of virtual hard drive space per user. Some of the benefits of migrating to VDI include

customers regaining desk space and less pc noise. Multiple applications are in use including MS Office, Visio, Project, Oracle, Photoshop and ArcGIS. Mr. Henderson reported that end users were happy with the results and that VDI was suitable for day to day work after a brief period of adjustment. The study concluded that the five year expense of replacement desktops equaled the same expense of implementing a VDI solution. Terminals are half the cost of desktops and are expected to outlast them by ten years or more. Over time, the cost of ownership will decrease.

Kevin Hinderleider asked whether Chandler has used a Linux kernel on a desktop. Mr. Henderson stated that they have not yet. Randy Jackson enquired as to the cost of the terminals. Mr. Henderson responded that they would be around \$400. Ravi Nannapaneni from Intel Information Technology asked if Chandler has considered application streaming. Mr. Henderson stated that Chandler is implementing LANDesk with a thinstall virtual application/creation deployment technology. Mr. Nannapaneni stated that Intel has done a lot of work in this area and has a dedicated team and can provide further information. Mr. Jackson invited Mr. Henderson back to present to the committee after the rollout has been completed.

Mr. Jackson thanked Mr. Henderson for his presentation and introduced Matt Muckler, Assistant to the Town Manager of Buckeye. Mr. Muckler provided an overview of the Town of Buckeye's migration to a four day work week as of December 1st, 2008. Mr. Muckler stated that that the entire procedure from discussion to implementation was four months. The town predicts almost \$30,000 in projected annual savings for town utility and fuel costs in addition to substantial benefits to the environment with taking vehicles off the road. The benefits to employees include increased morale, a more productive work force and an estimated \$75,000 savings in annual fuel costs. Mr. Muckler projected an annual savings of \$12,812 in utility bills and \$29,240 in town vehicle expenses for the town. Mr. Muckler added that Buckeye projects a decreased energy impact score using 1,230 fewer barrels of oil per year and a decreased carbon footprint of 490 fewer tons of CO₂ per year. Additionally the EPA Air Pollution score (Vehicles' Airborne Pollutants: 0 worst – 10 best) will increase from 4.2 points to 6.8 points on 10-point scale. Mr. Muckler added that there are other energy impact suggestions.

Shawn Woolley asked how Buckeye averages out the savings on vehicle miles saved when they number of hours worked a week is the same. Mr. Muckler stated that due to the longer work days, work crews will not have to go back to the same worksite on multiple occasions.

Mr. Jackson thanked Mr. Muckler for his presentation and introduced Ravi Nannapaneni from Intel Information Technology. Mr. Nannapaneni discussed Intel's cost savings programs in the Intel enterprise and provided a brief overview of Intel's IT practices and infrastructure. It includes 243,000 LAN nodes, 95,000 e-mail boxes and 166 Terabytes of WAN traffic per month. He stated that Intel has been focusing on trimming costs for the past three years and continues to tighten their budget where possible. In 2008, Intel focused on five areas to review cost efficiency. These included data center efficiency, service desk consolidation, business

solutions and enterprise resource planning, retiring applications and supplier consolidation and internal IT savings. Mr. Nannapaneni stated that in 2008, Intel continued to invest in projects to reduce the cost of overall operations. They have made great progress in carrying out their data center strategy by reducing their data center footprint, implementing advanced power and cooling solutions, optimizing the WAN, increasing server utilization, and aggressively accelerating their server refresh rate to optimize total cost of ownership. To date, Intel has saved \$95 million through their data center efforts.

Mr. Nannapaneni stated that Intel saves \$100 million a year on service desk consolidation which has resulted in a 16% reduction cost per incident. Intel has focused on retiring applications that are outdated or no longer needed and plan to reduce IT-owned applications by 50% from about 1600 to 800 over four years. They have successfully reduced 37% of applications since the start of the program in 2007. In 2009, Intel plans to invest \$40 million to optimize storage cost, WAN and data center alignment with a plan to realize \$102 million in savings. Mr. Jackson thanked Mr. Nannapaneni for his presentation.

6. MAGTAG Working Group Projects

Randy Jackson acknowledged the Information Sharing Working Groups efforts to gather working group projects and has requested new topics for future discussion. Pat Timlin from El Mirage suggested state law on teleconferencing as a future topic.

7. Announcements and Public Input

No announcements were made.

8. Date of Future Meetings

The next meeting of the MAGTAG is scheduled for 10:00 a.m. on March 19th, 2009 in the MAG Cholla room. The meeting was adjourned at 11:25 a.m.